Palm™ Tungsten™ W Handheld
Getting Started

Copyright

© 2002 Palm, Inc. All rights reserved. HotSync, MultiMail, and the Palm logo are registered trademarks of Palm, Inc. The HotSync logo, Palm, Palm Powered, the T logo, Tungsten, the Tungsten logo, and VersaMail are trademarks of Palm, Inc. All other brand names are trademarks or registered trademarks of their respective owners.

Disclaimer and Limitation of Liability

Palm, Inc. assumes no responsibility for any damage or loss resulting from the use of this guide. Palm, Inc. assumes no responsibility for any loss or claims by third parties which may arise through the use of this software. Palm, Inc. assumes no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery, or repairs. Be sure to make backup copies of all important data on other media to protect against data loss.

Software Download Available

Palm™ Desktop software is supplied on a CD-ROM disc. Check www.palm.com/support/tungstenw for updates and new versions of the software.

Exposure to radio frequency energy (SAR)

In order to comply with FCC radio frequency (RF) exposure guidelines, users *must* use a Palm™ brand body-worn accessory during body-worn operation. Use of accessories that are not provided by Palm or that were not tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

Maximum Specific Absorption Rate (SAR) value

This device has a maximum 0.41 W/kg per 10 grams based on EN50360 and EN50361 standards.

Electrical safety

This apparatus is intended for use when supplied with power from Motorola, p/n 163-1149 or Phihong, p/n PSA05R-050. Other usage will invalidate any approval given to this apparatus and may be dangerous.

Aircraft safety

Switch off your cellular telephone when in an aircraft. The use of cellular telephones in an aircraft may be dangerous to the operation of the aircraft, disrupt the cellular network and is illegal. Failure to observe this instruction may lead to suspension or denial of cellular telephone services to the offender, or legal action or both.

Explosive Atmosphere

- Users are advised not to use the equipment when at a refueling station.
- Users are reminded of the need to observe restrictions on the use of radio equipment in fuel depots, chemical plants or where blasting operations are in progress.

Road Safety

It is advised that a hand-held microphone or telephone handset should not be used by the driver while the vehicle is moving, except in an emergency. Speak only into a fixed, neck slug or clipped-on microphone when it would not distract your attention from the road.

Non-Ionizing radiation

As with other mobile radio transmitting equipment, users are advised that for satisfactory operation of the equipment and for the safety of personnel, it is recommended that no part of the human body be allowed to come too close to the antenna during the operation of the equipment.

Agency Compliance Information

Product regulatory and compliance information can be found in the Handbook file located on the product CD-ROM.

Contents

Start here 1
Follow guidelines for upgrading from another Palm™ handheld 1
Understand how your wireless service works. 2
Review the contents of your handheld package 2
Get to know your handheld 3
Charge and set up your handheld. 4
Step 1: Connect the adapter and charge your handheld 4
Step 2: Set up your handheld 5
Connect to the wireless network 6
Step 3: Insert the SIM card 6
Step 4: Turn on the Mobile application 7
Step 5: Make a phone call from your handheld. 9
Install software 11
Step 6: Install software from the expansion card. 11
Step 7: Install Palm™ Desktop software. 12
Step 8: Set up your handheld to access your e-mail 13
Learn more about your handheld 15
Learn how to use the keyboard 15
Learn how to use the navigator 16
Enter and synchronize your information 19
Read the Handbook 20
Take the Quick Tour 21
Use your handheld safely 22
Troubleshooting 23
Upgrading from another Palm™ handheld 23
Charging the handheld 24
Turning on the handheld. 25
Establishing a wireless connection 25
Installing Palm™ Desktop software 26

Performing HotSync operations 28
Using e-mail on your handheld. 30
Identifying incompatible third-party applications 32

Start here

Palm™ Tungsten™ W Handheld Getting Started explains how to do the following:

- Charge and set up your Tungsten™ W handheld
- Turn on the Mobile application, connect to your wireless service, and confirm the connection
- Install software on your handheld and your desktop computer
- Learn more about using your handheld
- Solve problems that may arise during setup, installation, and subsequent use of your handheld

For the latest troubleshooting information, updates, downloads, and other important information, go to www.palm.com/support/tungstenw.

Follow guidelines for upgrading from another Palm™ handheld

If you are upgrading from another Palm™ handheld, please follow these important guidelines:

- Read the important upgrade information on www.palm.com/support/tungstenw. Information is also available in "Upgrading from another Palm™ handheld" in "Troubleshooting," at the end of this guide.
- Synchronize your old handheld with your computer so that the information is up-to-date. We recommend that you then create a renamed backup copy of the Palm folder on your computer.
- You must install the version of Palm™ Desktop software included in this package. This version contains important applications that must be present for your handheld to operate correctly.
- Do not use a Palm™ SD Backup Card to restore your backup data from your previous handheld. You must follow the procedure in "Step 7: Install Palm™ Desktop software."
- **Windows:** During the upgrade process, some applications and settings that are incompatible with your Tungsten W handheld are not transferred. For application information, see "Identifying incompatible third-party applications" in "Troubleshooting." As

for the settings that are not transferred, you need to find them on your old handheld.

- If you used either MultiMail® SE or MultiMail Deluxe on your old Palm handheld, and if you plan to use your old handheld's username on your Tungsten W handheld, the saved e-mail and account settings are upgraded automatically when you perform your first HotSync® operation in "Step 7: Install Palm™ Desktop software."
- **Mac:** You cannot use the same username on your new Tungsten W handheld as you used on your old handheld. When you install Palm Desktop software in Step 7, you must create a new username.

IMPORTANT If (1) you used the VersaMail™ application on your new Tungsten W handheld before your first HotSync operation and (2) you upgraded using your username from your old Palm handheld, you must perform a hard reset on your Tungsten W handheld. Then, before you do anything else, perform a HotSync operation. See "Upgrading from another Palm™ handheld" in "Troubleshooting."

Understand how your wireless service works

Some of the steps that follow depend on choices you made in your contract with your wireless service provider. Read the wireless service provider's documentation to understand your service contract.

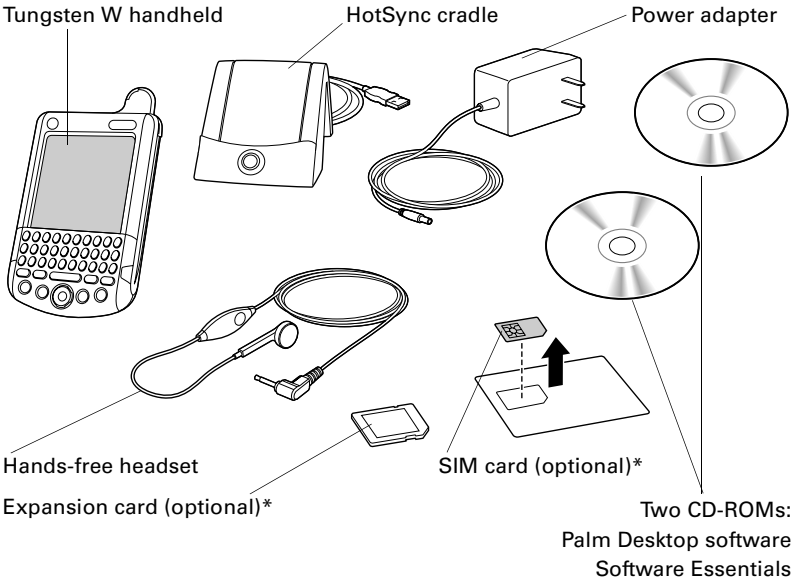
You need answers to the following questions:

- Is your contract with your wireless service provider for voice only, data only (GSM and/or GPRS), or for both voice and data? To take full advantage of your Tungsten W handheld, you need both voice and data capability.
- What are your usernames and passwords for your e-mail and voicemail accounts?

Review the contents of your handheld package

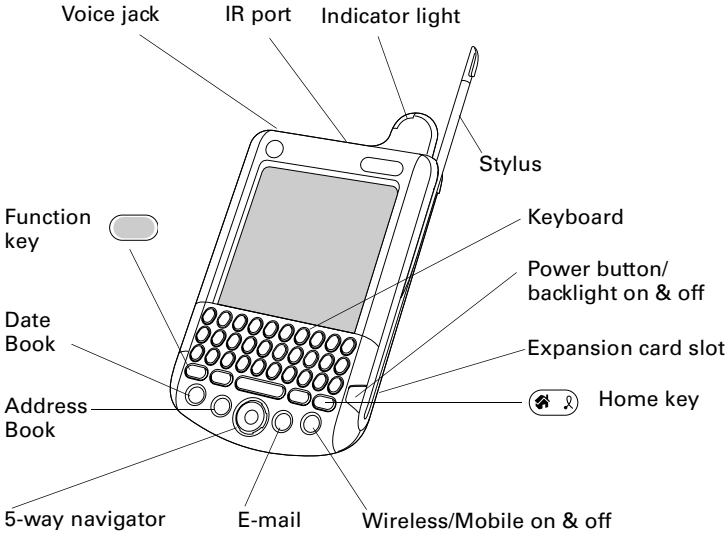
- Your power adapter may be different from the one pictured below.
- If your handheld package does not contain a subscriber identity module (SIM) card, read the opening paragraphs of "Step 3: Insert the SIM card."

- For additional accessories, go to www.palm.com/support/intl.



*Whether an expansion card and SIM card are included in the Tungsten W handheld package depends on your wireless service provider.

Get to know your handheld



Charge and set up your handheld

Step 1: Connect the adapter and charge your handheld

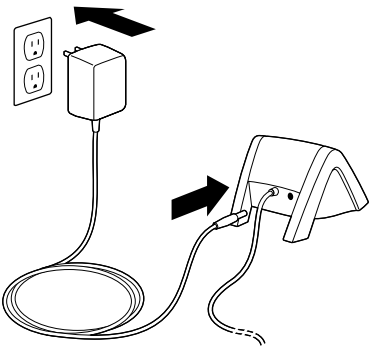
If you are upgrading from another Palm™ handheld and have a Palm cradle already connected, be aware that not all cradles are compatible with your new handheld. We recommend that you use the cradle included in the package with your handheld.

NOTE Windows NT and 95, and systems without USB ports, require the Palm HotSync® Cradle-Serial, SKU 10828U, sold separately. A serial port is shown at right.

1. Plug the power adapter into an outlet and the HotSync cradle.

   NOTE Your power adapter may connect to the cable of the cradle, not to the cradle itself.

2. Place your Tungsten™ W handheld into the cradle.



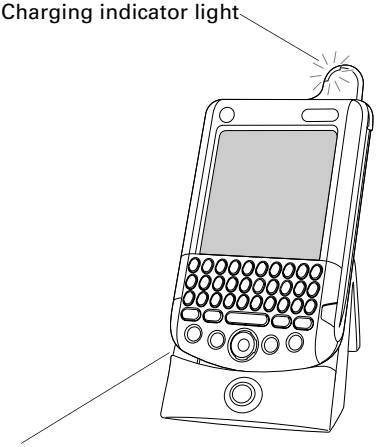
3. Check that the charging indicator light is solid green. This means your handheld is properly seated in the cradle and is being charged.

   NOTE If the indicator light did not go on, see "Charging the handheld," in "Troubleshooting."

4. Charge for a **full two hours.**

   A minimum charge of one hour is enough to set up the handheld, but two hours is recommended.

5. Remove the plastic sheet protecting the screen.

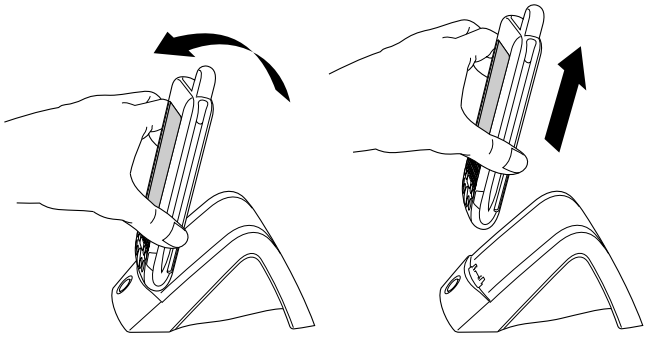


Step 2: Set up your handheld

After you charge your handheld, carefully remove it from the cradle.

To remove the handheld from the cradle:

- Tilt the handheld forward, and then lift it up.

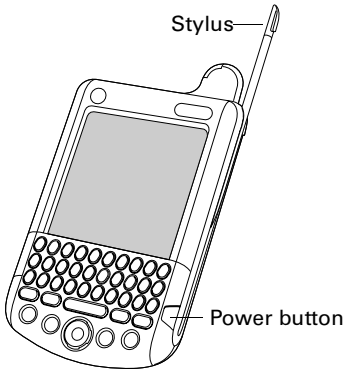


To set up your handheld:

1. Press the power button to turn on the handheld, and remove the stylus.

   NOTE If your handheld did not turn on, see "Turning on the handheld," in "Troubleshooting."

2. Complete the setup screens to calibrate the screen, select a language, set the date and time, and so on. Use the stylus to complete the steps.



NOTE Your handheld turns off automatically after one minute of inactivity. To return to the screen that was displayed when the handheld shut down, press the power button.

The setup screens are followed by the Quick Tour, which introduces important features of your handheld, and the Keyboard tutorial, which explains how to use the handheld keyboard.

Connect to the wireless network

Step 3: Insert the SIM card

With the subscriber identity module (SIM) card inserted, you can use your handheld's wireless features, such as the mobile phone, SMS, web browser, and wireless e-mail. Without the SIM card, you can operate your handheld, but you cannot use the wireless features.

IMPORTANT This handheld is preconfigured to work with the SIM card provided by a specific wireless service provider. Any other carrier network requires a different device configuration and is not supported by Palm.

Most likely, the SIM card either is in your package or was handed to you by a representative of your wireless service provider. In some cases, however, the SIM card is already installed in your handheld. Open the access door and either verify the presence of the SIM card or insert it.

To insert the SIM card or verify its presence:

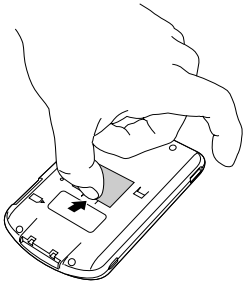
1. Turn off your handheld.

   IMPORTANT Turning off the handheld prevents static discharge that could damage the connector.

   ---

2. If you have the SIM card attached to its plastic holder, carefully detach the SIM card from the holder. (See "Review the contents of your handheld package" for an illustration of the SIM card detached from its plastic holder.)

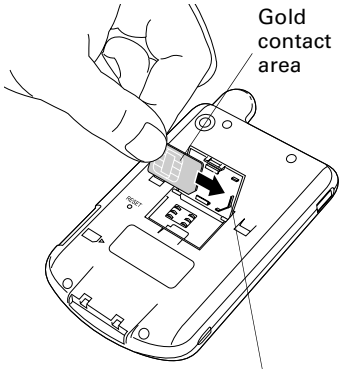
3. On the back panel of your handheld, slide a thin, flat edge (similar to your thumbnail) into the indent and under the access door until the access door opens.



4. Do one of the following:

   – **If a sample SIM card is present** (look for the Sample SIM label), remove it. Then slide the SIM card into place on the access door. Close the access door.

   – **If the real SIM card is present** (look for the gold contact area), close the access door.



After removing the sample SIM card, slide the real SIM card into place on the access door

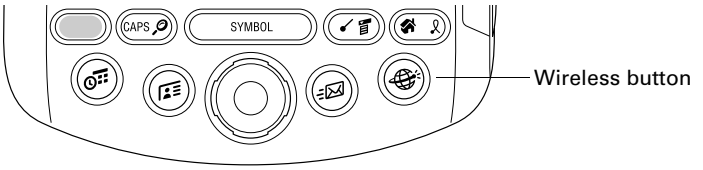
Step 4: Turn on the Mobile application

Turning on the Mobile application connects you to the wireless network, so before doing so, be sure to complete all registration and activation processes required by your wireless service provider. Information about these processes may be included in the documentation provided by your wireless service provider.

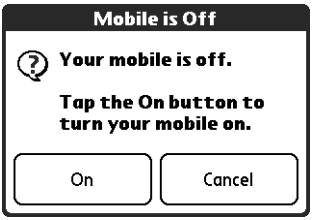
IMPORTANT Do not use the VersaMail™ application before performing your first HotSync® operation, if you are upgrading and plan to use your username from your old handheld on your Tungsten™ W handheld.

To turn on the Mobile application:

1. Hold down the Wireless button until the Mobile dialog box appears.

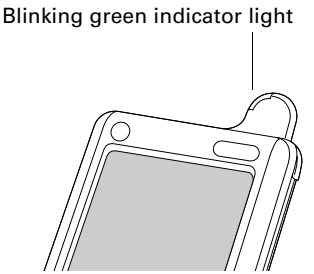


2. If prompted, enter the personal identification number (PIN) given to you by your wireless service provider.
3. Tap On in the Mobile dialog box.



The application searches for a connection to the wireless service in your area. This may take up to 30 seconds.

4. Confirm that the connection is established.



- **Slow-blinking green light:** A connection to the wireless service is established.
- **Slow-blinking red light**: Mobile is on, but you are in an area where there is no coverage. Move to an area where the signal is stronger, such as near a window or outside.

If after you move, the indicator light is still slow-blinking red, do the following:

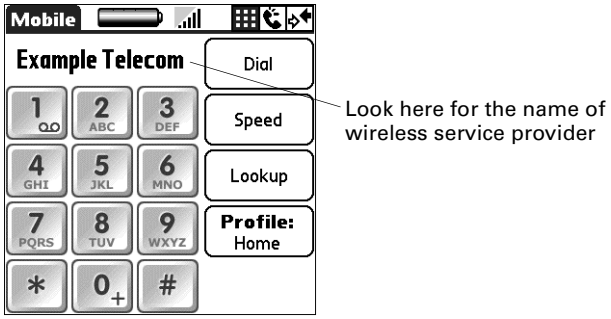
- See "Establishing a wireless connection," in "Troubleshooting" for additional ways to improve signal strength.
- Verify with your wireless service provider that service has been activated for your handheld.

5. Confirm that your handheld is connected to the wireless service.

   a. Press Home to open the Applications Launcher.

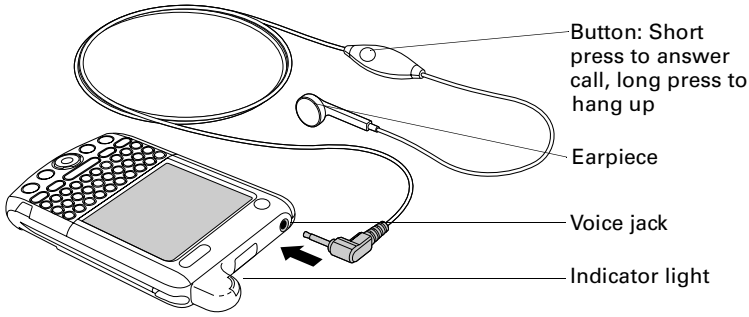
   b. Tap the Mobile icon.

   The name of your wireless service provider appears above the keypad in the Mobile application.

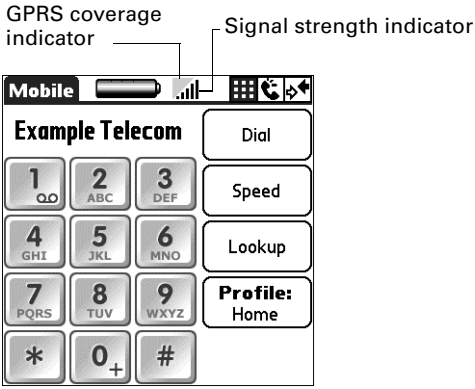


Step 5: Make a phone call from your handheld

1. When Mobile is on and within coverage (indicator light is blinking green), insert the headset connector into the voice jack.



Mobile opens and displays the onscreen keypad used for dialing.

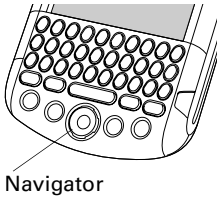


2. Place the earpiece comfortably in your ear.
3. Tap the number you want to dial.

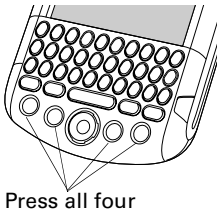
   You can also enter a phone number using the handheld keyboard. Just press the numbers; there is no need to press Function.
4. Tap Dial.

Tips on making phone calls

- During a call, adjust the volume by pressing Up or Down on the navigator.



- You can open another application while you are on a call so long as the other application does not use the wireless network. To return to Mobile from another application, press the button on the headset.
- You can make an emergency call even without the SIM card inserted, so long as Mobile is on and you are in an area that has coverage. The call is free. Just press all four application buttons at once.

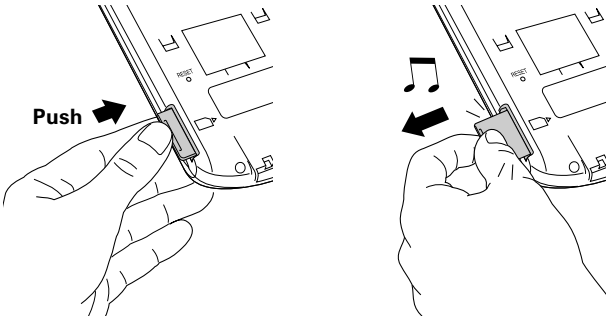


Install software

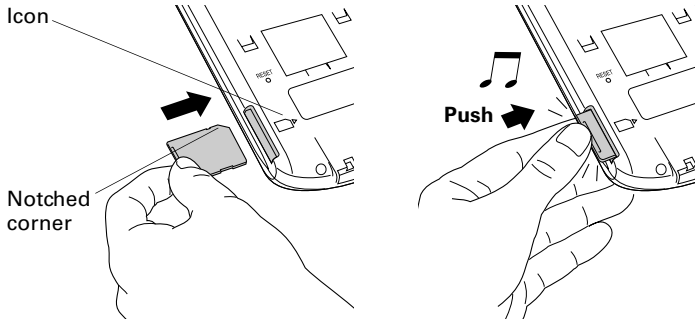
Step 6: Install software from the expansion card

If your package does not include an expansion card or if the software on the expansion card was already installed by your wireless service provider, skip this step.

1. Remove the placeholder card: Push lightly against the card with your thumb. When the card is released, you hear the system sound.



2. Insert the expansion card in the direction shown by the icon.



3. Push the card in with your thumb. You feel the card lock and hear the system sound.

4. To install the software, follow the instructions that appear on your handheld screen.

   NOTE Your handheld turns off automatically after one minute of inactivity. To return to the screen that was displayed when the handheld shut down, press the power button.

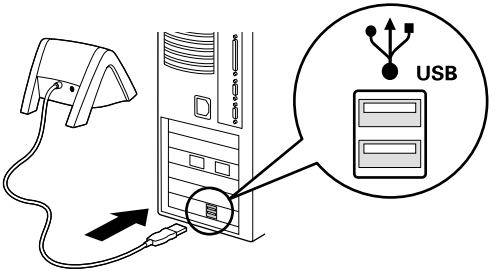
5. When the Date/Time screen appears, confirm that the date and time are correct, and then press Home to go to the Applications Launcher.
6. Remove the expansion card (see first step of this procedure) and replace the placeholder card.
7. Store the expansion card in a safe place.

Step 7: Install Palm™ Desktop software

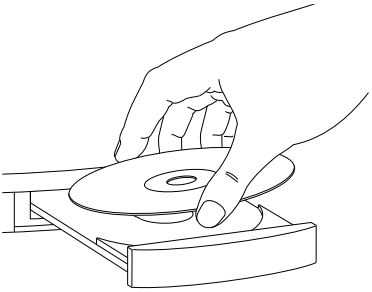
IMPORTANT If you are upgrading from another Palm™ handheld, do not begin this procedure until you read "Follow guidelines for upgrading from another Palm™ handheld" in "Start here," at the beginning of this guide.

IMPORTANT If (1) you used the VersaMail™ application on your new Tungsten™ W handheld before your first HotSync® operation and (2) you upgraded using your username from your old Palm handheld, you must perform a hard reset on your Tungsten W handheld. Then, before you do anything else, perform a HotSync operation. See "Upgrading from another Palm™ handheld" in "Troubleshooting."

1. Connect the USB HotSync cradle to your computer.



2. Put the Palm™ Desktop software CD-ROM into the CD-ROM drive.



Windows: Follow the instructions that appear on your computer screen.

Mac: Double-click the Palm Desktop Installer icon. Mac users, keep these points in mind:

- If you are upgrading from another Palm handheld that has a username, you cannot use that old username on your new Tungsten W handheld. So when the Installer asks you to select your old username or create a new one, you must create a new username.

- Install adds files to the Add-on folder on your computer. To take full advantage of applications on your handheld, you need to transfer these files to your handheld. For detailed instructions on installing files on your handheld, read the relevant section in "Installing Palm™ Desktop software," in "Troubleshooting."

If installation does not begin as described or stalls, see "Installing Palm™ Desktop software," in "Troubleshooting." If the HotSync operation does not execute during installation, see "Performing HotSync operations," in "Troubleshooting."

After you install Palm Desktop software, you can open the electronic *Handbook for Palm™ Tungsten™ W Handhelds.* See "Read the Handbook" later in this guide for details.

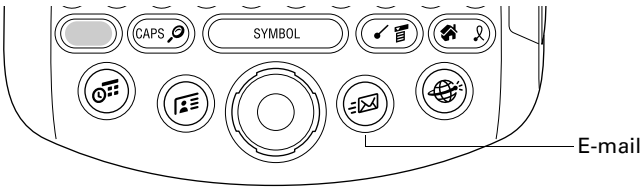
Step 8: Set up your handheld to access your e-mail

If you have an existing e-mail account, you can set up the VersaMail e-mail application to access your e-mail.

If you are using a well-known ISP such as Yahoo! or CompuServe, many of the settings required for account setup are automatically configured. For information about other ISPs, go to www.palm.com/support/tungstenw.

To set up an e-mail account:

1. Press the E-mail button.



   The VersaMail e-mail application opens.

2. From the VersaMail main screen, press Command Stroke (✓) + W.

   Alternately, press Function ( ) + Menu (✓), and then select Account Setup on the Accounts menu.

3. From the Account Setup screen, tap New.

4. Enter the following:

   Account Name: Enter a descriptive name for the account, such as "My Yahoo."

   Mail Service: Tap the Mail Service pick list and select the provider to which you are connecting. Select Other if your ISP is not listed. If you select Other, you must enter all settings yourself.

   Protocol: Tap the Protocol pick list and select POP or IMAP. (Most e-mail providers use the POP protocol.) If the VersaMail application knows the protocol for the mail service you selected, it displays the correct protocol.

5. Tap Next.

6. Enter your username.

   This is generally the part of your e-mail address before the @ symbol; it is usually not your entire e-mail address.

7. Tap the Password box, and then enter your password. The Password box displays the word "Assigned" to indicate that a password has been entered.

8. Press Function ( ) + Enter (↵), or tap OK.

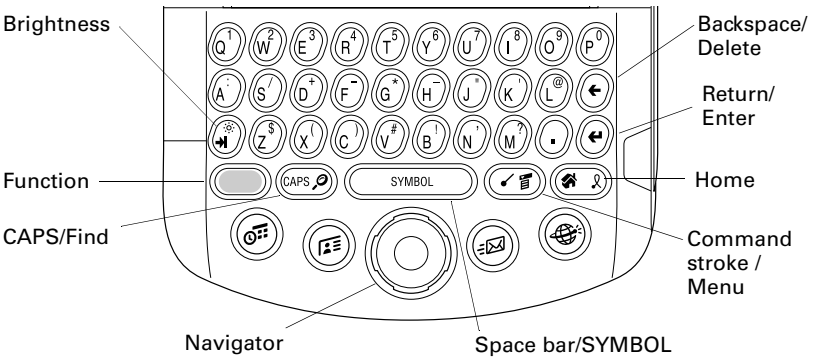
9. Tap Next.

IMPORTANT For more information on setting up your e-mail account, see the *Handbook for Palm™ Tungsten™ W Handhelds*. The handbook includes information on filtering, sorting, deleting, and synchronizing; and also on signatures, icons, folders, and attachments. For information on how to locate your handbook, see "Read the Handbook," in "Learn more about your handheld." For additional information, see "Using e-mail on your handheld," in "Troubleshooting."

Learn more about your handheld

Learn how to use the keyboard

Take some time to learn how to use the keyboard.



To practice using the keyboard:

- Open Memo Pad: Press Home to open the Applications Launcher. Press "M" to highlight the Memo Pad icon. Press Enter to open Memo Pad. Tap New. You can practice typing in the memo.

Tips on using the keyboard

- Use your thumbs to press the keys.
- To capitalize a letter, press CAPS and then press the key of the letter. Press CAPS twice to lock it. Press CAPS again to unlock it.
- To enter one of the blue characters (for example, numbers), press the blue Function key and then press the key you want. Press

Function twice to lock it. Function lock makes it easy to enter long strings of numbers like credit card numbers and phone numbers. Press Function again to unlock it.

- To review the Keyboard tutorial, press Home to open the Applications Launcher. Press "K" to highlight the Keyboard icon. Press Enter to open the tutorial.

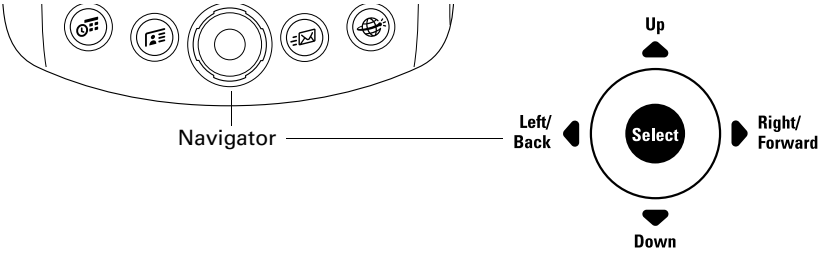
- For information about the navigator, see the next section, "Learn how to use the navigator."

Onscreen keyboards

Besides the characters visible on the keyboard, many international characters and symbols are available in the onscreen keyboards. To access the onscreen keyboards, press Function and then press SYMBOL. To enter a character from the onscreen keyboard, tap it with your stylus.

Learn how to use the navigator

Use the keyboard to create data. Use the navigator to retrieve data and move around your handheld. You can also use the navigator to open Address Book and then automatically dial phone numbers or enter recipients' e-mail addresses.



The following tables explain navigation basics and special features of the navigator. Additional tips are provided in Memo Pad, in memos such as Navigator Button Tips and Navigator Power Tips.

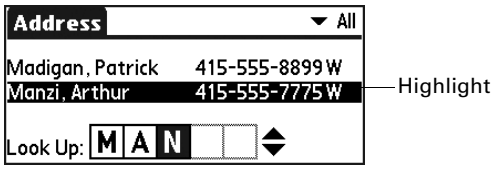
Navigator: navigation basics

To go to the Applications Launcher anytime

Hold down Select until the Applications Launcher appears.

To insert a highlight

Press Select. (Remove the highlight by pressing Left.)

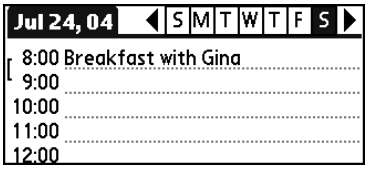


To view a highlighted item

Press Select.

To move in the direction of an onscreen arrow

Press the corresponding edge of the button. For example, in Date Book Day view, press Right/Left to go forward/back one day.



To close a dialog box

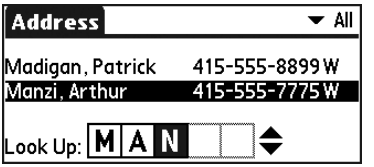
Do one of the following:

- If only one button, press Select.
- If more than one button, press Select = OK, Done, or Yes.

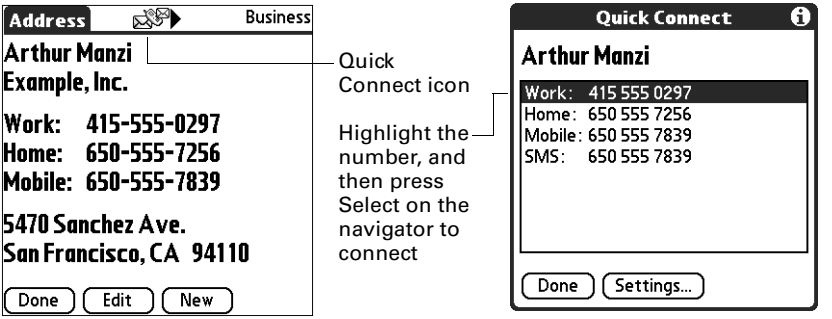
IMPORTANT Read dialog boxes carefully. Selecting OK or Yes sometimes deletes data.

Navigator: special features

To see the note attached to the highlighted Date Book event	Press Select.
To check off a completed To Do List item	Press Select to mark the selected item as complete.
To use Quick Look Up in Address Book	In Address List view, press Right to display letter boxes. To spell a name, press Up/Down to scroll through letters. Press Right to move to the next box.



To use Quick Connect to dial numbers and initiate SMS or e-mail messages	In an Address record, press Right or tap the Quick Connect icon to see available numbers. In the Quick Connect dialog box, press Up/Down to highlight the number you want. Press Select to connect.



Enter and synchronize your information

This section explains how to enter information into both Palm™ Desktop software and your handheld, and then how to synchronize the two with a HotSync® operation, so that information entered in one place shows up in both places.

NOTE Users of Microsoft Outlook: If you chose to synchronize with Outlook during installation (Step 7), create a new appointment in Outlook rather than in Palm Desktop software.

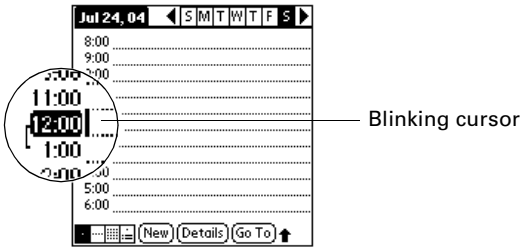
Enter an appointment in Palm Desktop software

- **Windows**: Double-click the Palm Desktop icon on your computer desktop. Then in Palm Desktop software, click the Date icon on the left. Click New Event in the lower-left corner and enter data.

- **Mac**: In the Palm folder, double-click the Palm Desktop icon. From the Create menu, select Event and enter data.

Enter an appointment on your handheld

1. Press the Date Book button on the front of your handheld.
2. Tap New, set the time for the appointment, and tap OK.
3. Begin entering data when you see the blinking cursor onscreen. Use the keyboard to enter data.



You don't have to save data you create on the handheld. Your data is saved automatically.

Perform a HotSync operation

Place your handheld in the cradle. Press the HotSync button on the cradle to begin the HotSync operation.

HotSync operations synchronize information on your handheld and in Palm Desktop software or other PIM (personal information management) software, such as Outlook. The information you enter in one appears in both places.

NOTE If the HotSync operation did not work, see "Performing HotSync operations," in "Troubleshooting."

Read the Handbook

The electronic *Handbook* contains comprehensive information about all aspects of your handheld.

The *Handbook* opens in Adobe Acrobat Reader. If you do not have Acrobat Reader, you can install it from the Palm Desktop software CD-ROM.

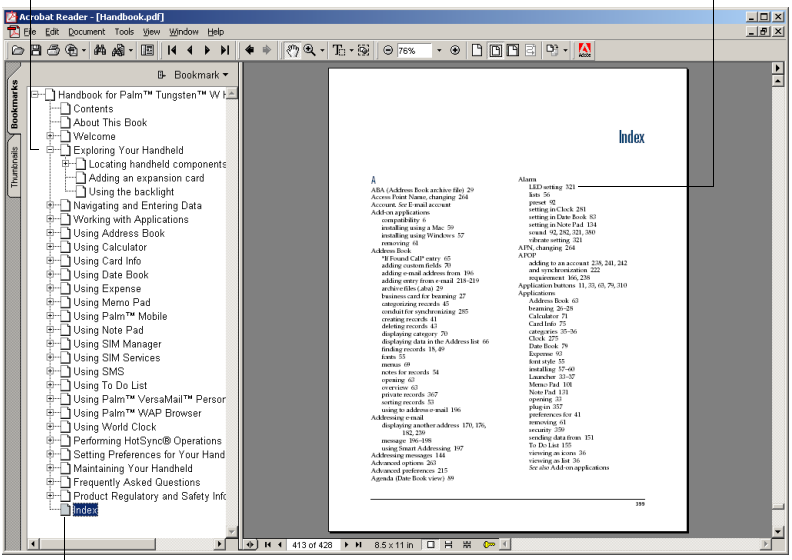
To open the Handbook:

- **Windows**: In Palm Desktop software, click Help in the menu bar. Then select the menu item for the Handbook.

- **Mac**: Open the Palm folder, and then open the Documentation folder. Double-click Handbook.pdf.

The Bookmarks tab displays the table of contents. Click a topic, and it appears in the right window pane

In the Index, click a page number, and the related information appears in the window pane



Click Index to search an alphabetical listing of information

Take the Quick Tour

For an overview of the main features of your handheld, spend a few minutes reviewing the Quick Tour.

To open the Quick Tour:

- Press Home to open the Applications Launcher. Then press "Q" to highlight the Quick Tour icon. Press Enter to open the tour.

Use your handheld safely

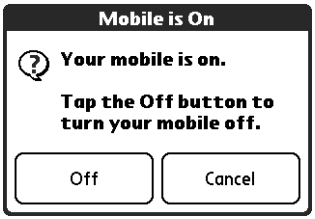
IMPORTANT For more safety information, see the reverse of the title page of this guide.

When you are using your handheld while driving, be sure to obey the rules of the road: Keep your hands on the wheel and your eyes on the road.

Whenever you use the wireless features of your handheld, please observe the guidelines or prohibitions on the use of wireless devices in your current location. For example, when you are on an airplane, do not turn on the Mobile application at times when government or airline regulations prohibit the use of cellular phones. Use the non-wireless applications of your handheld in accordance with airline regulations for electronic devices.

To turn off Mobile:

1. Hold down the Wireless button until the Mobile dialog box appears.
2. In the Mobile dialog box, tap Off.



Troubleshooting

The following troubleshooting information gives you solutions to some problems that you may encounter when you set up and subsequently use your handheld.

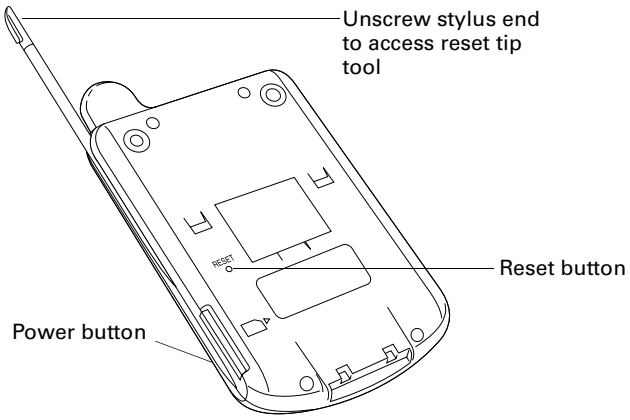
Upgrading from another Palm™ handheld

These problems may occur if your are upgrading from another Palm™ handheld.

Problem: You upgraded using your username from your old Palm handheld and you used the VersaMail™ e-mail application on your Tungsten™ W handheld before your first HotSync® operation.

You must perform a hard reset on the handheld and then perform a HotSync® operation.

1. Hold down the power button on the front panel of the handheld.
2. While holding down the power button, use the reset tip tool, or the tip of an unfolded paper clip (or similar object *without* a sharp tip), to gently press and release the reset button.



3. Wait for the Palm Powered™ logo to appear; then release the power button.
4. To complete the hard reset, when a message appears on the handheld screen warning that you are about to erase all the data on

your handheld, press Up on the navigator. The Digitizer screen appears; follow instructions to recalibrate your handheld screen.

IMPORTANT If you want to back out of the hard reset, do not press Up on the navigator; instead, press any application button on the front of your handheld. This action performs a soft reset. Pressing a keyboard key has no effect.

5. Follow the instructions that appear on the handheld screen.
6. Perform a HotSync operation.

Problem: You are an upgrader using a Mac, and the wireless connection on your handheld attempts to use previous network settings.

When you attempt to browse or send e-mail, the wireless data may try to connect through your previous network settings rather than the Mobile application. This problem can occur if during the upgrade process, some of the settings overwrote the network settings on your handheld that were set by your wireless service provider. To find the new settings, go to www.palm.com/support/tungstenw.

Problem: Upgrading from a Palm m515 handheld is incomplete.

When upgrading from a Palm m515 handheld, if the memory on the m515 handheld is almost full, you may not be able to transfer all applications and data to your Tungsten™ W handheld.

Charging the handheld

This problem may occur during Step 1.

Problem: The indicator light does not go on.

Try the following:

- Make sure your handheld is properly seated in the cradle.
- Make sure the power adapter is properly connected to the cradle.
- Make sure the power adapter is plugged into a *working* electric outlet.

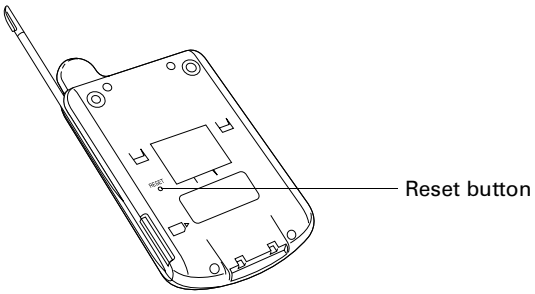
Turning on the handheld

This problem may occur during Step 2.

Problem: Handheld does not turn on.

If your handheld has been charged for at least two hours and it seems not to turn on when you press the power button, try the following:

- Press the Date Book application button or any other application button to ensure your handheld is turned on.
- Press Function and then Brightness . If the Brightness dialog box appears, adjust the brightness by pressing and holding Up on the navigator for a few seconds. If this doesn't work, press and hold Down on the navigator for a few seconds.
- If your handheld was exposed to cold, make sure it is at room temperature before you turn it on.
- Perform a soft reset: Unscrew the top of your stylus to access the reset tool (or use an unfolded paper clip or similar object *without* a sharp tip). Gently press the reset button inside the hole on the back panel of your handheld.



Establishing a wireless connection

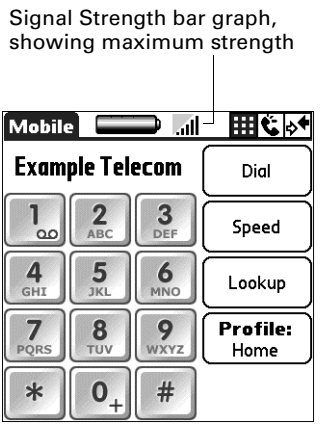
This problem may occur during Step 4.

Problem: Signal strength is weak.

Using the Signal Strength bar graph, monitor the signal strength while you try the following solutions.

To see the Signal Strength bar graph:

- With the Mobile application turned on, open Mobile by inserting the headset connector into the voice jack or by tapping the Mobile icon in the Applications Launcher. The Signal Strength bar graph appears in the title area of the screen.



As you monitor the signal, try these solutions to improve its strength:

- Move away from your original location, five to ten feet in any direction.
- If you're indoors, stand near a window or move outdoors.
- Open metal blinds on windows.
- If you're in an underground parking lot or other space below street level, move to a location above ground.
- If you're in a crowd, move to a less crowded area.
- If you're in a vehicle, keep your handheld level with the windshield. The metal frame of the vehicle shields wireless signals. Mountains and buildings may also block signals.
- If you're outdoors, move away from overhead electrical wires. Move from under trees.

Installing Palm™ Desktop software

These problems may occur during Step 7.

Problem: On a Windows computer, Palm Desktop Installer does not automatically appear.

Do the following:

1. Click the Start button.
2. Select Run from the Start menu.
3. Click Browse.

4. Locate the drive into which you inserted the Palm Desktop software CD-ROM (your CD-ROM or DVD drive).
5. Double-click the file autorun.exe.

Problem: On a Mac computer, the CD-ROM folder does not automatically open to display the Palm Desktop Installer icon.

Do the following:

1. Find the CD-ROM icon on your Mac desktop and double-click it.
2. Double-click the Palm Desktop Installer icon to start installation.

Problem: On a Mac computer, you need to complete the installation of files to your handheld.

Do the following:

1. Open Palm Desktop software and in the User pop-up menu on the toolbar, select your username.
2. From the HotSync menu, select Install Handheld Files.
3. Click Add To List.

   Make sure the contents of the Add-on folder are displayed. If not, go to the Add-on folder.
4. Select all the files.
5. Click Add File.

   The files are copied to the Files To Install folder.
6. Close the Install Handheld Files dialog box.
7. Press the HotSync button on the cradle to perform a HotSync operation.

This installs the files to your handheld.

Problem: A message on your desktop computer indicates that you don't have the privileges needed to install Palm Desktop software.

When installing on a multi-user operating system, such as Windows NT, 2000, or XP, the Palm Desktop Installer must be run from an account with administrative privileges.

Problem: Dialog box appears prompting for permission to install a driver that has not been digitally signed.

Answer Yes to this dialog box. The Palm USB driver does not have a digital signature.

Problem: HotSync operation does not execute during installation.

If you are unable to perform a HotSync operation during installation, see the next section, "Performing HotSync operations."

Problem: The installation stalls and there is no hard disk activity for at least one minute.

Check to see if there is another window hidden in the background. Drag the current window from the center of the screen. If you see another dialog box related to Palm Desktop software, click that dialog box to make it active and follow its instructions.

Performing HotSync operations

This problem may occur during Step 7 or other times when you perform a HotSync operation.

Problem: HotSync operation does not begin.

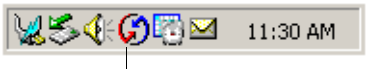
Check for the following:

- Make sure your handheld is properly seated in the cradle.
- Make sure the cradle is connected to a working USB port of your desktop computer.

If the USB connection is all right, press the HotSync button on the cradle. If the HotSync operation fails, try the following:

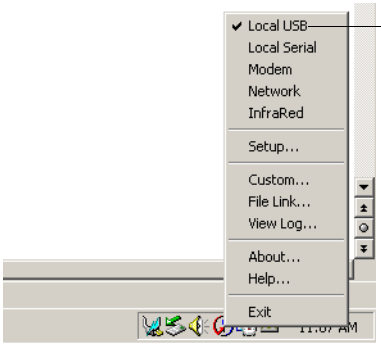
Windows: Complete the installation of Palm Desktop software and then try the following:

- Check the Windows system tray, in the lower-right corner of your computer screen, and make sure the HotSync icon appears there. If it is there, then HotSync Manager is running.



HotSync icon

a. If the HotSync icon is in the system tray, click it to display the menu. Make sure there is a checkmark next to Local USB. (If you are using a serial-port connection, make sure Local Serial has a checkmark.) To insert a checkmark, click the menu item. Then press the HotSync button on the cradle.



b. If the HotSync icon is not in the system tray, click the Start button and select Programs. Select Palm Desktop, and then select HotSync Manager. HotSync Manager starts and the icon appears in the system tray. Follow the instructions in Step a.

c. If you are using a serial-port connection, make sure you selected the correct serial port on the Local tab in the Setup dialog box. Set it to the port to which you connected the HotSync cradle/cable.

Mac: After you install Palm Desktop software, try the following:

- Make sure the Transport Monitor of the HotSync Manager is enabled: Open the Palm folder and double-click the HotSync Manager icon. The HotSync Software Setup dialog box appears. In the HotSync Controls tab, click Enabled.
- If you are using a USB cradle, disconnect the cradle from your computer, and then reconnect the cradle and restart your computer.
- If you are using a serial-port connection, double-click the HotSync Manager icon in the Palm folder, and then click the Connection Settings tab. Make sure that PalmConnect is selected and that the port selection matches the port to which you connected the HotSync cradle/cable.

Using e-mail on your handheld

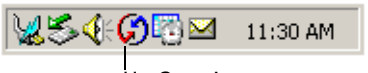
These problems may occur during Step 8 and during subsequent use of the VersaMail e-mail application.

Problem: Microsoft Outlook information does not synchronize.

If information from Outlook does not synchronize, review the HotSync log. The log may contain information that explains the problem.

To view the HotSync log:

1. Click the HotSync logo in the system tray.



HotSync icon

2. From the HotSync menu, select View Log.

Problem: E-mail settings are inaccurate.

Settings for ISPs and mail servers may change over time. The settings for the default list of preconfigured accounts in the VersaMail e-mail application are accurate at release, but these settings may change. For the latest information on settings, consult your ISP or e-mail service provider.

Check with your ISP or e-mail service provider for e-mail account settings and policies before calling Palm Customer Support. Palm Customer Support representatives do not know the settings or policies, so you must supply that information before the support representatives can help you.

Problem: E-mail service is not working properly.

Short periods of time when e-mail is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an *extended* period of time, check with your ISP or e-mail service provider to verify that the service is working properly.

Problem: E-mail is not being sent.

Several ISPs and e-mail service providers allow you to send e-mail through their servers (for example, Yahoo! and CompuServe). If you can't send e-mail though your handheld, first make sure your ISP or e-mail service provider supports this. For example, even though basic e-mail access is free on the Yahoo! web site, Yahoo! requires an upgrade to access e-mail on a wireless handheld. Several providers, like Hotmail, do not offer this option at all; you must access your e-mail through their web site. If you can't send e-mail using the VersaMail e-mail application, make sure your ISP or e-mail provider allows you to do this.

Many services require authenticated access to use their SMTP servers, or ESMTP. If you have an e-mail account that allows you to use the VersaMail e-mail application, try configuring ESMTP.

To configure ESMTP:

1. In the VersaMail application, press Function + Menu, and then select Mail Servers on the Options menu.
2. Tap Details.
3. Next to Options, tap the pick-list triangle and choose Advanced Outgoing.
4. Tap the check box next to “My server requires authentication.” Make sure your username and password are filled in below this.
5. Tap OK twice.

Many ISPs, such as cable companies, require that you have an Internet connection to their network to send e-mail through their servers. In this case, you can almost always *receive* e-mail from these accounts, but if you want to *send* e-mail, you must send it through another server.

To send e-mail through an available server:

1. Press Function + Menu, and then select Account Setup on the Accounts menu.
2. Tap to highlight the problem account.
3. Tap the Edit button.
4. Tap Next.
5. Make sure your username and password are correct, and tap Next.
6. For Outgoing Mail Server, enter the address of a server through which you can send mail.
7. Tap Next.
8. Tap Done.

You can then receive e-mail through this account. When you reply to e-mail from this account, or compose a new message from within this account, the VersaMail application uses the other SMTP server you identified in the procedure above, when sending mail.

Identifying incompatible third-party applications

Palm works with developers of third-party add-on applications to ensure the compatibility of these applications with your new Palm handheld. Some third-party applications, however, may not have been upgraded to be compatible with your new Palm handheld, or they may not have been designed to incorporate all the features available in your handheld.

If you suspect that a third-party application is adversely affecting the operation of your handheld, contact the developer of the application. In addition, Palm has information about some applications' compatibility with your handheld. To find this information, do one of the following:

- Open your web browser and go to www.palm.com/support/tungstenw. On that page, click the link leading to information on the compatibility of third-party applications.
- Read the readme file for your handheld. After you install Palm Desktop software on your computer, open the Palm folder. The readme file is located in the Helpnote folder.